

## **[Insert ADP/Client Letterhead]**

Date

Employee Name

Employee Address

Employee City, State, Zip Code

Dear Employee (personalized):

As a participant in online commuter benefits through ADP TotalSource, certain reports are prepared that include your personal information such as name, address, social security number, and email address. We are writing to let you know that due to an error, this report was inadvertently provided to a human resources professional for another ADP client. While you are not at risk of identity theft or other harm as a result of this error, ADP TotalSource is committed to the security of worksite employee information and we are notifying you about this incident.

### **What Happened?**

Unfortunately, on April 7<sup>th</sup>, and May 18<sup>th</sup>, 2015 an ADP associate inadvertently transferred through encrypted email a report that included your information to trusted human resources professionals at two other ADP clients. Each human resources professional immediately notified ADP and provided assurance that your information was not used or further disclosed, and was deleted. We truly regret any inconvenience this may cause you.

### **What are the Risks that My Information will be Mis-used?**

We have no reason to believe that your information will be used for any unintended purposes. Certain state laws require individuals to be notified of any unauthorized third-party access to their personal information, even when the security of the information has not been compromised. Consequently, we are sending you this letter and offering you credit monitoring protection.

### **How Can I Protect Myself?**

To help protect your identity, ADP is offering you a **complimentary** one-year membership of Experian's ProtectMyID™. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. Please see the enrollment instruction on the attached sheet.

### **Should I Do Anything Else?**

You will have access to your Experian consumer credit report as part of the ProtectMyID product. You may obtain a free copy of your credit report once every 12 months from each of the nationwide consumer reporting agencies by visiting <http://www.annualcreditreport.com> or by contacting the consumer reporting agencies at:

Equifax  
(800) 685-1111  
P.O. Box 740256

Experian  
(888) 397-3742  
P.O. Box 2002

TransUnion  
(800) 916-8800  
P.O. Box 2000

Atlanta, GA 30374-0241  
[www.equifax.com](http://www.equifax.com)

Allen, TX 75013  
[www.experian.com](http://www.experian.com)

Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

We recommend that you check all of your consumer reports annually.

You may wish to place a fraud alert on your credit report. The fraud alert is a consumer statement that alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. Visit Experian's Credit Fraud Center [https://www.experian.com/fraud/center\\_rd.html](https://www.experian.com/fraud/center_rd.html) to add an initial security alert and immediately view your report for any potential fraudulent activity. You may also call 1 888 EXPERIAN (1-888-397-3742) to add a security alert.

You can obtain further information about fraud alerts and security freezes from these sources as well as from the Federal Trade Commission (FTC), whose contact information is listed below.

We also recommend that you carefully review all your financial account statements to make certain there have been no unauthorized transactions made or new accounts opened in your name. Contact your financial institutions immediately if there is unauthorized activity on your accounts or if an unauthorized account has been opened in your name. You should also report any suspected identity theft to your local law enforcement agency.

#### **Where Can I Go For More Information?**

If you want to learn more about the steps you can take to avoid identity theft, visit the Federal Trade Commission's website. The Federal Trade Commission runs the U.S. government's identity theft information website, at <http://www.ftc.gov/bcp/edu/microsites/idtheft/>. You can also contact the Federal Trade Commission via phone at 1-877-ID-THEFT (877-438-4338) or via mail to:

Federal Trade Commission - Consumer Response Center  
600 Pennsylvania Avenue, NW, Washington, DC 20580

#### **Is There Anything Else I Should Know?**

Please know that ADP takes the security of your personal data very seriously and is committed to minimizing the risks associated with the exposure of your personal information. We maintain numerous safeguards to protect your information, and we are constantly updating our security controls in our effort to protect the personal information that is entrusted to us. Again, we sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter and/or the protections available to you, please do not hesitate to contact us at [insert phone number].

Sincerely,

<Should be signed by appropriate executive at the region or facility>

**ADDITIONAL INFORMATION FOR RESIDENTS OF MARYLAND:**

Maryland residents may contact the Maryland Attorney General's Office for more information about identity theft:

Office of the Maryland Attorney - General Consumer Protection Division  
200 St. Paul Place, Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

**ADDITIONAL INFORMATION FOR RESIDENTS OF NORTH CAROLINA:**

North Carolina residents may contact the North Carolina Attorney General's Office for more information about identity theft:

North Carolina Office of the Attorney General - Consumer Protection Division  
9001 Mail Service Center, Raleigh, NC 27699-9001  
1-877-566-7226  
[www.ncdoj.com](http://www.ncdoj.com)

## Activate ProtectMyID Alert Now in Three Easy Steps

1. ENSURE That You Enroll By: **[date]**
2. VISIT the ProtectMyID Web Site: **[www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)** or call **877-371-7902 to enroll**
3. PROVIDE Your Activation Code: **[code]**

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.

### **Your complimentary 12 month ProtectMyID membership includes:**

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax and TransUnion credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance\*:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

**Activate your membership today at [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem) or call 877-371-7902 to register with the activation code above.**

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

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\*Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.